

LIBRARY SERVICES
SERVICE PLAN – Enderby - Community Library

1. TELLING THE STORY: To ensure that the people/organisations of Leicestershire have access to information about Library Services							
<u>Objective</u>		<u>Action</u>	<u>Targets</u>	<u>Lead</u>	<u>Timescale</u>		
					2007-8	2008-9	2009.10
2	Deliver Promotional Campaigns	<ul style="list-style-type: none"> Promotional Priorities: Reading events, Family Learning, reference and on-line services, partnership promotions with other CC departments, Maintain content for events guide 		ACM/ LDW/ LM ACM/ LDW	Q1-4		
3	Revise Joiners Form	<ul style="list-style-type: none"> Promote new form with customers 		LM	Q3		
4	Revise promotional cards package	<ul style="list-style-type: none"> Promote new packs with customers 		LM	Q3		
5	Continued promotion of revised opening hours	<ul style="list-style-type: none"> Local events for Saturday afternoons 		ACM/ LDW	Q1-4		
7	Develop a library loyalty scheme	<ul style="list-style-type: none"> Promote to customers 		LM	Q4		

2.A BUILDING COMMUNITIES: Improve public library buildings as community spaces
- Improve access to public libraries for all

<u>Objective</u>		<u>Action</u>	<u>Targets</u>	<u>Lead</u>	<u>Timescale</u>		
					2007-8	2008-9	2009.10
2	Develop libraries in line with the Customer First Programme	<ul style="list-style-type: none"> Begin roll out the programme Promote connect points 		LM/ CSL	Q1-4	Q1-4	Q1-4

2.B BUILDING COMMUNITIES: Ensure public libraries are responsive to the communities they serve

<u>Objective</u>		<u>Action</u>	<u>Targets</u>	<u>Lead</u>	<u>Timescale</u>		
					2007-8	2008-9	2009.10
1	Achieve level 3 of the Corporate Equalities Plan	<ul style="list-style-type: none"> See appendix 5 for details 	CEP	AM/ ACM	Q1-4		
2	Ensure that library opening hours are relevant to community needs	<ul style="list-style-type: none"> Collect comments & feedback 	CPA PLSS	ACM/ LM	Q2		

3.A DEVELOPING CAPACITY AND IMPROVING PERFORMANCE:

- To ensure that LLS staff are well trained, and customer focused.
- To ensure that all staff work flexibly within the revised library structure

<u>Objective</u>		<u>Action</u>	<u>Targets</u>	<u>Lead</u>	<u>Timescale</u>		
					2007-8	2008-9	2009.10
2	Implement people and performance strand of change management programme	<ul style="list-style-type: none"> • Roll-out organisational values initiatives 		ACM/AM	Q1		
3	Work towards new Investors in People accreditation	<ul style="list-style-type: none"> • Participate in lateral groups • All staff receive an annual PDR • All staff will be regularly reviewed 		AM/ACM/LM	Q1-4		
4	Develop communication channels across revised structure	<ul style="list-style-type: none"> • Reinforce roles of CSL and LDW 		AM/ACM	Q1-4		
9	Train staff in Virtual Information Services	<ul style="list-style-type: none"> • Train library staff in information sources and enquiry skills, including local studies sources, on-line resources and The People's Network. 		ACM/CSL/LM	Q1-4		

3.B DEVELOPING CAPACITY AND IMPROVING PERFORMANCE

- To ensure that LLS meets agreed performance standards

<u>Objective</u>		<u>Action</u>	<u>Targets</u>	<u>Lead</u>	<u>Timescale</u>		
					2007-8	2008-9	2009.10
1	Maintain Chartermark Standard	<ul style="list-style-type: none"> Awareness of Charter mark evidence 		AM/ ACM	Q1-4		
2	Achieve CPA score of 4	<ul style="list-style-type: none"> Maintain stock work 		CSL/ LM	Q1-4		
5	Implement Inspiring Learning for All	<ul style="list-style-type: none"> Embed GLO evaluation 		ACM	Q1-4		

3.C DEVELOPING CAPACITY AND IMPROVING PERFORMANCE

- To engage effectively with local communities

<u>Objective</u>		<u>Action</u>	<u>Targets</u>	<u>Lead</u>	<u>Timescale</u>		
					2007-8	2008-9	2009.10
2	Contribute to CS volunteer group	<ul style="list-style-type: none"> Train staff & volunteers Experiment with wider volunteer activity in LSS 		ACM	Q1-4		
4	Improve engagement with customers	<ul style="list-style-type: none"> Log customer comments & complaints Engage with volunteers Carry out Children's PLUS 		LM ACM AM,LM, ACM	Q1-4 Q1-4 Q2		
5	Embed community engagement in improved service delivery	<ul style="list-style-type: none"> Involve teenagers in refurbished Enderby Library 		ACM/ LDW	Q1-4		

4.A MODERNISING CUSTOMER SERVICES

- Promote literacy skills and the appetite for reading to learn

<u>Objective</u>		<u>Action</u>	<u>Targets</u>	<u>Lead</u>	<u>Timescale</u>		
					2007-8	2008-9	2009.10
1	To improve Early Years work, including Sure Start and Bookstart	<ul style="list-style-type: none"> • Improve the take up of Bookstart incorporating Bookstart Plus and Treasure Chest. • Wriggly readers sessions • Promote Bookcrawl • More specific work with schools should aim to concentrate on years 3, 6 and 7 • Primary and secondary schools are visited once a year 	Monthly	LM/ LDW	Quarterly	Q4	Q4
				LDW ACM/ LDW LDW	Quarterly	?	?
2	Promotion of reading as a family activity through the holiday reading schemes	<ul style="list-style-type: none"> • Events will have a reader development or family learning focus • Evaluate all events as reader development or family learning using Inspiring Learning for All generic learning outcomes. • To promote Summer Reading Scheme, every school is contacted during summer term 		ACM/ CSL/ LDW	Q2	Q2	Q2
				LDW			

4.B MODERNISING CUSTOMER SERVICES

- Provide stimulating and contemporary reading experiences

<u>Objective</u>		<u>Action</u>	<u>Targets</u>	<u>Lead</u>	<u>Timescale</u>		
					2007-8	2008-9	2009.10
3	Work with Reading Circles	<ul style="list-style-type: none"> • Use Best Sellers list to supplement Reading Circle collections • Teenage Reading Group - Enderby 		LM/ CSL	Q1-4	-	-
4	Literature development	<ul style="list-style-type: none"> • Support live literature events • Support reading circles for children and adults 		LM/ LDW/	Q1-4		

4.C MODERNISING CUSTOMER SERVICES

- Support learning

<u>Objective</u>		<u>Action</u>	<u>Targets</u>	<u>Lead</u>	<u>Timescale</u>		
					2007-8	2008-9	2009.10
1	To enhance local studies provision	<ul style="list-style-type: none"> Promote digitised content of Leics. Villages 		LDW	Q1-4	?	?
2	Learning for all	<ul style="list-style-type: none"> Implement library offer for services to young people (13-19) incorporating promotion, stock and environment 		AM/ LM/ ACM	Q1-4	-	-
3	Focus on and widen learning initiatives in libraries	<ul style="list-style-type: none"> Develop and implement 'Focus On...' initiative. Family Learning Week Adult Learning Week Implement BBC partnership offers 		LM/ CSL/ LDW ACM	Q2 Quarterly Q1	- ?	- ?
4	To promote and develop the implementation of the Study Support Strategy	<ul style="list-style-type: none"> Continue to promote study support, basic skills work and Caring About reading project 		ACM	Q1-4 Q2	Q1-4	Q1-4
5	Basic skills – to encourage reading for pleasure	<ul style="list-style-type: none"> Implement basic skills offer 		ACM	Q2 Q1	-	-

4.D MODERNISING CUSTOMER SERVICES

- Promote digital citizenship through provision of access to services via ICT

<u>Objective</u>		<u>Action</u>	<u>Targets</u>	<u>Lead</u>	<u>Timescale</u>		
					2007-8	2008-9	2009.10
1	Improve Community Information	<ul style="list-style-type: none"> • Contribute to Infolinx and library web pages • Promote and contribute to the development of Leicestershire villages 		LM/CSL/LDW	Q1-4		
3	Promote the People's Network to increase usage	<ul style="list-style-type: none"> • Deliver Internet taster sessions 		ACM/LDW	Q1-4	-	-
		<ul style="list-style-type: none"> • Evaluate internet taster sessions across the county 		LM/CSL/LDW	Q1-4	-	-

4.E MODERNISING CUSTOMER SERVICES

- Ensure effective stock management

<u>Objective</u>		<u>Action</u>	<u>Targets</u>	<u>Lead</u>	<u>Timescale</u>		
					2007-8	2008-9	2009.10
1	Implement recommendations of stock management project	<ul style="list-style-type: none"> • Edit stock to reflect stock offer • Establish standards for stock presentation and guiding • Promote stock offer to staff & public • Feedback stock requirements to RDT 		CSL/LM/LDW	Q2 Q1 Q3	-	-

EQUALITY ACTION PLAN

<u>Customers</u>		<u>Action</u>	<u>Targets</u>	<u>Lead</u>	<u>Timescale</u>		
					2007-8	2008-9	2009.10
1	People with basic skills needs	Continue with Vital Link, the BBC partnership, and links with Adult Learning Services/Colleges of further education shopping centre		ACM/ LDW/ CSL	1-4		
2	People with Learning Disabilities	Continue to work with the Valuing People team		ACM/ LDW/ CSL	1-4		
3	BME communities	Ensure that relevant stock is supplied work to build the confidence of people to use libraries		ACM/ LDW/ CCDWs	1-4 1-4		
4	Gypsies and travellers	Develop work through the Widening Participation Team		ACM/ LDW	1-4		
5	People who are deaf or hard of hearing	Promote signed and captioned DVDs		ACM/ LDW	2		
7	People who are blind or have a visual impairment	Investigate the production of library promotional materials in Braille (small scale)		ACM	1-4 2		
9	Gender	Stock promotions to target men		LM/ LDW	1-4 1-4		
12	Domestic Violence	Liaise with domestic violence workers and develop work with victims of domestic violence (including Bookstart) in refuges.		ACM/ LDW	1-4		
13	People with mental health issues	Continue to promote library services		ACM/ LDW			
14	Achieve level 3 of the CEP	Consult with relevant groups as appropriate		ACM/ LDW	4		
15	Housebound customers	Home delivery service		LDW	1-4		